

Uninstall previous a version of Norton:

- 1) Start, Settings & Control Panel
Open Add/Remove Programs
Select NORTON and uninstall

If there are any other Norton, Symantec or Live Update products, uninstall those also.

- 2) Check for old folders:

Start, Search or Find, Files or Folders

File Name: Norton

Look In: C:

Find Now.

Do a right-mouse click on any folders that say Norton & select delete.

Do the same find again to make sure there aren't any loose files that need to be deleted.

- 3) Do the same find again, this time looking for: Symantec
- 4) Restart your computer & install your new antivirus software